Valley Area Transit Company (Hampshire County)

Part-time Bus Operators- Nights and Weekends Public Transportation

We are currently accepting resumes (with cover letter) from qualified candidates.

Valley Area Transit Company (VATCo), a fixed route transportation supplier for the Pioneer Valley Transit Authority, is currently seeking to fill part-time Bus Operator positions at our Northampton facility.

IMPORTANT NOTICE: You must have a valid Massachusetts *Commercial Drivers License* with a passenger "P" endorsement on your license at the time of your resume submission. Passenger *permits* ***do not*** qualify. You must also have an airbrake endorsement (i.e., no airbrake restriction).

This position requires the operator to drive any of the VATCo fixed routes, including late night and/or weekend runs, using assigned vehicles. Part-time Bus Operators must be able to work *at least* 12 hours a week. New drivers will be required to work nights and weekends. Up to 38 hours of work per week may be available, depending on the job bid/assignments, which change periodically based on seniority bidding and/or required changes in service. Schedule flexibility is highly desirable.

Bus Operator Training Pay Rate: $12.00 per hour.

PLEASE NOTE: Must be willing to commit to at least 10 hours of training per week and complete all required training within first 30-days of employment. The training program **is not** training for CDL licensing. Applicants must already posses a CDL class B with Passenger endorsement and no airbrake restriction on your current license.

Bus Operator Pay Rate: $17.22 per hour

Benefits: Some benefits are available to part-time drivers after initial waiting period, depending on actual average hours worked. Such benefits are prorated based on hours worked during defined period.

Days/Hours: Vary depending on job bid. Will include nights and weekends. Hours generally decrease during winter and summer periods of decreased service. Choose a night/weekend schedule that works for you.

Refer to the position description below for more detailed information.

If interested in submitting your resume (with cover letter) for consideration, please refer to the complete position descriptions below.

Send resume and cover letter to: VATCo/SATCo, Attn: HR Department, 2840 Main Street, Springfield, MA 01107 **or upload electronically** via this website using the "upload" feature. Please do not submit resume by more than one method.

PLEASE NOTE:

1. Successful completion of the training program is required of all bus operators, regardless of past experience. Schedule flexibility is required during training period. You must be able to commit to at least 10 hours of training per week and complete the training program within first 30-days of employment.

2. Candidates who are selected for an interview must provide a current motor vehicle record obtained from the Registry of Motor Vehicles at the time of the interview. Driving records must be in good standing. If you lived out of the state of MA in the past 10 years, you will also need a driving record from the state in which you resided.

3. Work history must be verifiable in order to be considered for this position, and have acceptable work-related references.

4. At least three-work related references must be provided during interview process.

5. Candidates who are offered a *trainee* position must pass a pre-employment DOT physical and drug screen, and a pre-work functional screening (to determine ability to meet physical demands of the position). A current DOT medical card will be required.

6. A post-offer criminal background check (CORI) must not reveal any disqualifying criminal history

Interviews will begin immediately and continue until the positions are filled.

VATCo Values Workplace Diversity
Qualified females and minorities are strongly encouraged to apply
AA/EEO/DF

Position: Bus Operator
Reports to: Field Supervisors, Operations Manager
FTA Status: Safety Sensitive

FLSA Status: Non-exempt
Union Status: Bargaining Unit

Position Summary: The bus operator's primary responsibilities are to safely and efficiently operate his or her assigned bus on a specified route in accordance with the time schedule allotted for that route; transport passengers over specified routes to local or distant points according to time schedule; act as a "front-line" customer service representative of the company using sound judgment, communication skills, and professional knowledge to assist customers with information, resolve problems and conflicts where possible, and assure passenger safety; promptly and accurately complete all required associated reports and forms on a daily basis. Must have thorough understanding of routes and transfer points, required fare structure, and knowledge of bus operation, as well as all legal requirements for commercial driving and license regulations. Must possess excellent customer service skills.

Essential Duties and Responsibilities: The duties listed below are representative of those performed by a Bus Operator:

Report on time as scheduled at proper garage or relief point, conduct thorough circle check of assigned bus according to procedure, and report any defects, damage, or missing equipment prior to beginning his or her assigned run; inspect bus and check water levels (using sight glass only) before departure; check fuel level in driver relief vehicles.

Drive bus in a safe manner on the route and time schedule specified; comply with all local traffic regulations; collect proper fares, check transfers and passes for validity, and challenge when appropriate; carry all required documents and forms while driving and complete appropriate forms and reports upon completion of assigned run, including but not limited to special counts, mileage reports, incident reports, time sheets, etc.

Assist passengers using mobility devices onto and off of bus, secure mobility device according to safety procedures; assist customers with information, transfers, and resolve problems as required; announce major destinations, transfer points, etc., in accordance with established policies/procedures.

Program all electronic bus equipment in accordance with established procedures; regulate heating, lighting, and ventilating systems for passenger comfort.

Report to Dispatcher any unusual occurrences occurring en route on or off the bus at the time of occurrence; report delays and accidents. In the event of an accident, distribute witness cards and collect immediately from passengers on bus; follow accident information collection, reporting, and other procedures before proceeding with clearance of Dispatcher and/or Supervisor on scene; complete relevant Incident or Accident Reports for any such occurrence within required timeframes. complete all necessary reports according to established timeframes and procedures.

Follow all verbal and written instructions from Supervisors, Dispatchers or Managers whether received face to face or via telephone or radio system; follow all Company posted instructions including bulletins, manuals, procedures and newsletters; and follow rules and regulations as outlined in the Collective Bargaining Contract.

Perform other related duties as prescribed from time to time.

Minimum Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) and successful completion of company training program. Ability to provide high quality customer service, respond promptly to customer needs, solicit customer feedback to improve service; manage difficult or emotional customer situations; strong command of the English language, both written and verbal; bi-lingual Spanish preferred; ability to write clearly, read and interpret written information such as safety rules, operating and procedural instructions and other documents; ability to write routine reports and correspondences; willingness to make decisions, exhibit sound and accurate judgment and make timely decisions; ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; must be able to follow instructions, respond to management direction and take responsibility for own actions; must be able to approach others in a tactful manner, react well under pressure and treat others with respect; ability to observe safety and security procedures, determine appropriate action beyond guidelines and report potentially unsafe conditions to appropriate personnel; able to adapt to changes in the work environment and deal with occasional change, delays, or unexpected events; dependable- ability to meet attendance requirements; Must enjoy working with the public and be able to display professional behavior at all times. Successful completion of the initial company training program is required.

Medical /Physical Requirements: While performing the duties of this job, the employee is required to meet the physical requirements of a Commercial Drivers License holder as well as DOT medical certification requirements (as outlined in the Medical Examination Report for Commercial Driver Fitness Determination).

Physical Demands*: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to meet the physical demands of the position:

- Sit for up to several consecutive hours at a time;
- Frequently use hands to finger, handle, feel or press (i.e., control buttons);
- Frequently use arms, elbows, shoulders and wrists to engage in push/pull steering of bus;
- Frequently use legs and feet to safely operate brake and accelerator pedals;
- Frequently bend knees while sitting to operate bus and to manipulate break and accelerator pedals;
- Frequently reach with hands and arms at, below, and above shoulder level;
- Occasionally stand; walk; bend, stoop, squat, twist, crouch, or climb stairs;
- Occasionally lift up to 35 pounds;
- Frequently turn head and neck while driving;
- Occasionally maneuvering body into and out of a confined workspace (i.e., driver's area).
- Continuously maneuvering body within a confined workspace (i.e., driver's area).
- Occasionally (approximately 2-3 times per month) push/pull and/or move up to 250 pounds (i.e., person in wheelchair). This requires a force of approximately 30ft/lbs of force to overcome initial inertia.

*** None**- Zero percent of the time, **Occasional** 1-33% of the time, **Frequent** – 34-66% of the time, **Continuously-** 67-100% of the time

Vision: Specific vision abilities required by this job include day and night vision, close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Hearing: The employee is also continuously required to hear

Speaking: The employee is frequently required to speak.

Work Environment*: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Regularly exposed to moving mechanical parts (steering wheel, door mechanism).
- Occasionally exposed to wet and/or humid conditions, outside weather conditions and vibration.
- Occasionally exposed to diesel exhaust fumes.
- Frequently exposed to chemical fragrances including perfumes, colognes, scented hygiene products (i.e., such smells could aggravate chemical sensitivity conditions);
- The noise level in the work environment is usually moderate.

*** None**- Zero percent of the time, **Occasional** 1-33% of the time, **Frequent** – 34-66% of the time, **Continuously-** 67-100% of the time

Mental/Psychological Requirements: This position requires sound mental/psychological abilities to perform essential job functions. Stressful situations frequently occur, for example, dealing with difficult/irate passengers, handling emergency situations, and/or dealing with other unforeseen occurrences related to travel, weather conditions, passengers, incidents, etc. Must be able to deal with stressful situations effectively and use sound decision-making skills to deal with stressful situations appropriately, according to established procedures. Must use high level of mental concentration to perform safety sensitive job functions.

Medical Qualifications: Must be able to pass a pre-employment DOT physical and maintain DOT medical qualifications. Must also be able to pass a Pre-work functional Screening/physical, which includes a Human Performance Evaluation (comprehensive testing of ability to meet physical demands of the position).

Licenses, Registrations and Certifications: Must hold current commercial driver's license (Class A or B) with Passenger endorsement and Airbrake endorsement, and have completed required company training. Must maintain (current) and carry proof of proper Department of Transportation medical certification and Massachusetts Department of Transportation and Energy certification; maintain license and certifications to current status and initiate renewal of license and certifications according to company policy and related regulatory requirements.

Other Qualifications Must be at least 21-years of age. This position requires successfully passing a criminal background check, pre-employment drug screen and Must submit to periodic Drug and Alcohol testing as deemed necessary according to related regulations and company policy.